

**City of Johannesburg**

Johannesburg Water SOC Ltd

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2107Tel +27(0) 11 688 1400  
Fax +27(0) 11 688 1528[www.johannesburgwater.co.za](http://www.johannesburgwater.co.za)**REQUEST FOR INFORMATION**

<b>RFI NUMBER:</b>	JW RFI 006/2024 AS	<b>CLOSING DATE:</b>	19 August 2024
<b>DESCRIPTION:</b>	Provision of IP Telephone Services for a period of 36 months		
<b>ISSUE DATE</b>	14 August 2024		

**ENQUIRIES MAY BE DIRECTED TO:**

Bidding procedure enquiries <u>must</u> be sent to		Technical enquiries must be directed to	
<b>CONTACT PERSON</b>	Amanda Mnisi	<b>CONTACT PERSON</b>	Ricky Chauke
<b>TELEPHONE NUMBER</b>	011 688 1763	<b>TELEPHONE NUMBER</b>	011 688 1478
<b>E-MAIL ADDRESS</b> (Submissions must be made to this address)	<a href="mailto:amanda.mnisi@jwater.co.za">amanda.mnisi@jwater.co.za</a>	<b>E-MAIL ADDRESS</b>	<a href="mailto:ricky.chauke@jwater.co.za">ricky.chauke@jwater.co.za</a>

**SUPPLIER INFORMATION**

<b>NAME OF BIDDER</b>			
<b>STREET ADDRESS</b>			
<b>TELEPHONE NUMBER</b>	<b>CODE</b>		<b>NUMBER</b>
<b>CELLPHONE NUMBER</b>			
<b>E-MAIL ADDRESS</b>			
<b>VAT REGISTRATION NUMBER</b>			
<b>CENTRAL SUPPLIER DATABASE No:</b>			
<b>MANUFACTURER OR THIRD PARTY</b>			

**Directors:**

Ms Gugulethu Phakathi (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),  
Mr Johan Koekemoer (Financial Director and Executive Director), Mr Phetole Modika, Mr Siphamandla Mnyani, Mr Siyabonga Mthembu, Mrs  
Zandile Meeleso, Mr Pholoso Matjele, Mr Kgaile Mogoye, Mr Molate Mashifane, Ms Pamela Mabece, Mr Lunga Bernard

Ms Kethabile Mabe (Company Secretary),

Johannesburg Water SOC Ltd

Registration Number: 2000/029271/30

## **1. PURPOSE OF THE REQUEST FOR INFORMATION**

The RFI response proposals is enquired to assist the organisation with business decision making purposes for an upcoming thirty-six (36) months Request for Tender with regards to budget, cost effectiveness, risk assessment, specific goals to include in the tender, award and allocation strategy to incorporate, firm or non-firm prices, pricing schedule and special conditions of tender.

## **2. BACKGROUND**

Johannesburg Water operations comprises 21 geographical sites. The sites connect to a fibre ring (MPLS), which provides the connectivity to enable its user base of approximately 1200 users to connect to the entity's information systems located at head office data centre. The Wide Area Network (WAN) allows Johannesburg Water to have Internet based telephones with the added advantage that internal calls to all the JW areas are free. The service forms part of Johannesburg Water's IT Infrastructure portfolio of services which are critical to the operations of the company.

## **3. SCOPE OF WORK AND SPECIFICATIONS**

- I. Provide End-to-End Cloud Hosted PBX System as per the specifications.
- II. Leasing of Standard, Management, Conference and Switchboards Handset types including installation, maintenance and replacement of the handsets at JW Head Office and remotes sites within Johannesburg metro; and
- III. Provide Telephone Management System for Call billing and usage reporting as per the agreed voice usage charges.

## SPECIFICATIONS and Bill of Material (BOM)

Johannesburg Water through this tender seeks responses from interested parties for the provision of IP Telephone Services for a period of 36 months with the following minimum specifications:

1. Provide End-to-End Cloud Hosted PBX System including installation, maintenance, and support services with the following minimum specifications.

Item #	Technical Specifications
1.1	Create and customize IVRs
1.2	Create and Control hunting groups and call queues
1.3	Call queuing functionality
1.4	Incoming and outgoing call records
1.5	Operator Console to view users online/offline status
1.6	Manage user access levels (i.e. internal, local or international options)
1.7	Call Forwarding functions
1.8	Dial Out Pin Code Functionality
1.9	Integrated telephone directory
1.10	Soft Console for desktop usage

2. Leasing of Standard, Management, Conference and Switchboards Handset types including installation, maintenance, support and replacement of the handsets as per specifications below;

Item No	Handsets Type	Quantity	Handsets Minimum Specifications
2.1	Switchboards Handsets	30	<ul style="list-style-type: none"> <li>a) HD voice</li> <li>b) Dual-port Gigabit Ethernet (LAN and PC)</li> <li>c) Color display with backlight</li> <li>d) Built-in a USB port</li> <li>e) PoE support</li> <li>f) Headset, EHS support</li> <li>g) Supports expansion modules</li> <li>h) Supports Call Conference</li> </ul>

			<ul style="list-style-type: none"> <li>i) Integrated telephone directory search</li> <li>j) Built-in speaker for handsfree calling</li> <li>k) Soft Console for desktop usage</li> </ul>
2.2	Switchboards Headsets	30	<ul style="list-style-type: none"> <li>a) Mono Headset</li> <li>b) Connects to either a PC usb, 3.5mm headset jack or handset (RJ11)</li> <li>c) Noise-cancelling microphone for noisy environments</li> </ul>
2.3	Management Handset	300	<ul style="list-style-type: none"> <li>a) HD voice</li> <li>b) Dual-port Gigabit Ethernet (LAN and PC)</li> <li>c) Color display with backlight</li> <li>d) Built-in a USB port</li> <li>e) PoE support</li> <li>f) Headset, EHS support</li> <li>g) Supports expansion modules</li> <li>h) Supports Call Conference</li> <li>i) Integrated telephone directory search</li> <li>j) Built-in speaker for handsfree calling</li> </ul>
2.4	Standard Handset	1000	<ul style="list-style-type: none"> <li>a) HD Voice</li> <li>b) Dual-port Gigabit Ethernet (LAN and PC)</li> <li>c) PoE support</li> <li>d) Graphical LCD</li> <li>e) Supports minimum Dual-color LEDs</li> <li>f) Headset support</li> <li>g) Integrated telephone directory search</li> <li>h) Built-in speaker for handsfree calling</li> </ul>
2.5	Conference Telephone	30	<ul style="list-style-type: none"> <li>a) Back Light LCD Display</li> <li>b) 1 x Ethernet Port 10/100</li> <li>c) PoE Support</li> <li>d) 360 Degree Voice Pickup</li> <li>e) Minimum 5 Meter Voice Pickup Range</li> </ul>

			<ul style="list-style-type: none"> <li>f) Built-in Wi-Fi</li> <li>g) Built-in Speaker</li> <li>h) support directory search</li> </ul>
2.6	Call Centre System	1	<ul style="list-style-type: none"> <li>a) To accommodate up to 16 agents</li> <li>b) Automatic Call Distributor</li> <li>c) Interactive Voice Response</li> <li>d) Call Recording</li> <li>e) Call Monitoring and Supervision</li> <li>f) Reporting and Analytics</li> <li>g) Voicemail and Messaging</li> <li>h) Voice Recognition</li> </ul>

### 3. Minimum Calling Features Specifications.

Item #	Technical Specifications
3.1	Caller ID
3.2	Call Forwarding
3.3	Call History
3.4	Call Hold
3.5	Call Transfer
3.6	Call Conferencing
3.7	Call Waiting
3.8	Do Not Disturb

### 4. Minimum Digital IVR Features.

Item #	Technical Specifications
4.1	Create and customize IVRs
4.2	Custom Greeting Options
4.3	Custom Music-on-Hold
4.4	Multi-level IVR menu management



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5. Provide Telephone Management System (TMS)

Item #	Technical Specifications
5.1	Provide Telephone Management System (TMS) for Call billing usage reporting customisable to the agreed calling plan rates.

6. Provide Call Centre System

Item #	Technical Specifications
6.1	Call Queuing Functionality
6.2	Custom Greeting Options
6.3	Custom Music-on-Hold
6.4	Multi-level IVR menu management
6.5	Call History and Duration reports
6.6	Call Centre Analytics
6.7	Call Monitoring and Recording

7. The following Telephone numbers should be migrated to the new system.

Site Name	Number of Users	Main Telephone Group Number
Head Office -HO	549	0116881400 0116881800
Glenvista	4	Same as HO
Bushkoppies	11	Same as HO
Hursthill	5	Same as HO
Scott Athol	4	Same as HO
Avalon	50	0119591400
Cynda Lab	75	0114839500
Driefontein	15	0116629300
Ennerdale	41	0112132700
Ffennell	52	0116899140
Goudkoppies	50	0119837620
Hamberg	23	0118311120



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**JOHANNESBURG WATER (SOC) LIMITED**  
**BID SPECIFICATION COMMITTEE**

**31 MAY 2023**

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Klipspruit	40	0119835520
Langlaagte	25	0114739500
Midrand	35	0112059500
Northern Works	42	0115102600
Olifantsvlei	53	0119593900
Randburg	28	0118012900
Southdale	33	0116817800
Zandfontein	66	0113861000
Helderkrui	4	Same as Head Office
Ennerdale Works	4	Same as Head Office
<b>Total</b>	<b>1209</b>	

**Location and Delivery:**

Johannesburg Water Head Office, 65 Ntomi Piliso Street, Newtown and operational sites around Johannesburg Metro.



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#### 4. PRICE SCHEDULE

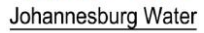
Tender prices must include all transport, Labour, and any other costs.

**Table 1 Telephone System and Handsets**

Prices quoted below should include lease, installation, maintenance, replacement and support services as per specifications.

Description	Year 1			Year 2			Year 3			Total
	Qty	Unit Price	Total Price	Qty	Unit Price	Total Price	Qty	Unit Price	Total Price	Total Price in 3 years
VOIP telephone system (End-to-End Cloud Hosted PBX System)	1			1			1			



[illegible]



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**Table 2 Voice Call Rates Costs**

Number of minutes provided below are an approximation, monthly costs will be based on usage.

<u>Description</u>	<u>Year 1</u>			<u>Year 2</u>			<u>Year 3</u>			<u>Total in 3 Years</u>
	<u>Number of Minutes</u>	<u>Unit Price</u>	<u>Total Price</u>	<u>Number of Minutes</u>	<u>Unit Price</u>	<u>Total Price</u>	<u>Number of Minutes</u>	<u>Unit Price</u>	<u>Total Price</u>	
Landline Calls per minute including management and reporting	360000			360000			360000			
Cellphone Calls per minute including management and reporting	960000			960000			960000			



Valued	Added
Network	Services
(VANS) per	minute
including	
management	and
reporting	

4800

Sub-Total (Vat Excl.)



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**Table 3 – TOTAL BID AMOUNT**

Item	Product	Total
1.	Telephone System and Handsets (Table 1) Total	
2.	Voice Call Rates Costs (Table 2) Total	
3.	<b>3-YEAR BID TOTAL (Vat Excl.)</b>	
4.	<b>VAT (15%)</b>	
5.	<b>GRAND TOTAL (Vat Incl.)</b>	



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<b>INFORMATION FOR SPECIFIC GOALS ANALYSIS</b>	
<b>BUSINESS OWNED BY 51% OR MORE -BLACK PEOPLE</b>	
1. Percentage (%) of Black Ownership	
2. Is Black Ownership 51% or more? (Yes or No)	
<b>BUSINESS OWNED BY 51% OR MORE – BLACK YOUTH</b>	
1. Percentage (%) of Ownership by Black Youth	
2. Is the percentage of Black Youth Ownership 51 % or more? (Yes or No)	
<b>BUSINESS OWNED BY 51% OR MORE-WOMEN</b>	
1. Percentage (%) of Ownership by People who are Women	
2. Is the percentage of People who are Women 51 % or more? (Yes or No)	
<b>BUSINESSES LOCATED WITHIN THE BOUNDARIES OF A REGION IN COJ, COJ MUNICIPALITY OR IN GAUTENG PROVINCE</b>	
1. Is your business located in the Gauteng Province? (Yes or No)	
2. Is your business located in the COJ Municipality? (Yes or No)	
3. Is your business located within the region of the COJ? (Yes or No)	
<b>BUSINESS OWNED BY 51% OR MORE - BLACK PEOPLE WHO ARE MILITARY VETERANS</b>	
1. Percentage (%) of Ownership by Black People Who Are Military Veterans	
2. Is the percentage of Ownership by Black People Who Are Military Veterans 51% or more? (Yes or No)	
<b>BUSINESS OWNED BY 51% OR MORE-BLACK PEOPLE WITH DISABILITIES</b>	
1. Percentage (%) of Ownership by Black People With Disabilities	
2. Is the percentage of Ownership by Black People with Disabilities 51% or more? (Yes or No)	
<b>SMME (AN EME OR QSE) OWNED BY 51% OR MORE - BLACK PEOPLE</b>	
1. What is the Enterprise Type? EME – turnover is less than R10m QSE – Turnover between R10m and R50m Generic – Turnover is R50M of more	
<b>JOINT VENTURE (JV), CONSORTIUM OR EQUIVALENT</b>	
1. What is the percentage (%) of ownership for each party?	
<b>SUBCONTRACTING WITH COMPANIES AT LEAST 51% OWNED BY HISTORICALLY DISADVANTAGED INDIVIDUAL (HDI) GROUPS MENTIONED ABOVE</b>	



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1. What is the percentage (%) that will be sub-contracted to companies that are at least 51% owned by Historically Disadvantaged Individual (HDI) groups mentioned above?	
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